



## Receptionist

### Characteristics of Work

This is clerical work involving reception of visitors to an office or public building, processing of incoming telephone calls, and performance of general office duties. The job entails substantial contact with the general public to communicate routine, factual information. Duties are performed under the general supervision of an administrative superior; limited supervision may be exercised by positions allocated to this occupational class.

### Examples of Work

**Examples of work performed in this classification include, but are not limited to, the following:**

Greets office visitors and determines nature of business through verbal inquiry; directs visitors to appropriate destination.

Notifies agency personnel by intercom or telephone upon arrival of individuals with appointments or unscheduled visitors.

Answers incoming telephone calls, routes calls to appropriate extension, writes messages for unavailable staff members and/or provides information in response to specific inquiries concerning agency operations.

Schedules and verifies appointments between agency staff and government officials, other state personnel, and the general public.

Receives and signs for telegrams, packages, and other office deliveries.

Replenishes reception area with informative materials such as agency brochures.

Opens incoming mail and records date and time received; separates mail according to nature of the correspondence and distributes to designated staff members or locations.

Weights outgoing mail to determine correct postal rate; applies sufficient postage using postage meter and records amount in postage log.

Performs related or similar duties as required or assigned.

### Essential Functions

**The essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring agency.**

1. Greets and assists visitors.
2. Answers incoming and places outgoing telephone calls.
3. Schedules and verifies appointments between agency staff and government officials, other state personnel, and the general public.

4. Receives and separates incoming mail and prepares outgoing mail.
5. Types various documents such as forms, letters and/or reports.

### **Minimum Qualifications**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

**Physical Requirements:** These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

**Sedentary Work:** May occasionally walk or stand and/or occasionally move light objects, materials, etc.

**Vision:** Requires the ability to perceive the nature of objects by the eye.

**Near Acuity:** Clarity of vision at 20 inches or less.

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet.

**Field of Vision:** Ability to observe an area up or down, left or right while eyes are fixed on a given point.

**Speaking/Hearing:** Ability to give and receive information through speaking and listening skills.

**Motor Coordination:** While performing the duties of this job, the incumbent is regularly required to use hands to finger, handle, or feel objects, tools, or controls. The incumbent is frequently required to sit; stand; and reach with hands and arms. The incumbent is occasionally required to walk; stand; and stoop, kneel, crouch, or bend.

### **Experience/Educational Requirements:**

**Education:**

Any combination of education and experience equivalent to a high school diploma.

### **Interview Requirements**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.